

Executive Branch
Miscellaneous Managerial Group
Information Systems Series

INFORMATION TECHNOLOGY DIRECTOR

06/00 (JAS)

Summary

Under administrative direction, as department head, provide executive management to coordinate the City's diverse information technology functions through subordination organization heads; serve principle expert advisor to user departments and City administration regarding operations and services strategies and resources.

Typical Duties

Plan, design, develop, acquire, construct and install multiple centralized systems hardware, software and facilities such as for computer networks, geographic information and allied communications to ensure quality, functionality, connectivity and compatibility. Involves: formulating and recommending long and short plans, and strategic and operational policies for design, development and deployment of systems to meet general and specialized information and communication needs in collaboration with City elected officials and department heads; continuously establishing or modifying and integrating technical requirements, priorities and standards for centralized and departmental information processing and transmission equipment and programs by reviewing suggestions and conferring with functionally responsible staff and independent consultants.

Organize, implement, direct and control efficiency and effectiveness of designated operations and services within the limits of available resources. Involves: evaluating feasibility of internal and external testing, diagnosis, repair, upgrading and preventive servicing of computer and communications hardware and software, and network circuitry and peripherals, and assessing situations to ensure economy and timeliness of processes adopted to sustain or enhance continuous access to systems applications and data with minimal disruptions of associated vital City or department activities such as when responding to malfunctions or other emergencies; overseeing on-going arrangements for and provision of end user support services and internal or external training, reviews of safety rules, security precautions, equipment performance, programming quality and administrative procedures, and preparation or revision and dissemination of end user applications or operating manuals and related government regulations; overseeing audits of departments to detect abuse of services and initiation of remedial actions; monitoring and arranging for maintenance of current government required operating permits and occupationally qualifying licenses or certificates by employees, consultants and vendors; representing the City at various meetings and hearings regarding interfaces with other systems and regulatory compliance.

Direct department administration. Involves: conducting cost-benefit, statistical or other analyses, and reviewing unit funding requests and suggestions for program improvements and staffing changes to prepare consolidated annual budget, and set and measure organization performance; participating in City-wide capital improvement planning by recommending new and modified facilities, equipment and software; monitoring expenditure of budgeted funds for which accountable by recording and analyzing purchase, repair, personal services and other costs to minimize justification of deviations and requests for adjustments in accordance with established City financial policies and procedures; overseeing operation and upkeep of computerized inventory systems; obtaining and maintaining internal payroll and related employee records, requisitions and purchase order documents; negotiating employment contracts and contracts for services and supplies as authorized, monitoring execution and evaluating results in accordance with City procurement and personnel policies and procedures; directing preparations of project scopes and technical specifications in requests for proposals for computer and communications equipment, applications and operating systems programs, and allied supplies.

Supervise, as appointing officer, assigned supervisory and non-supervisory regular and contract executive, professional/managerial and general services employees. Involves: scheduling, assigning, instructing, guiding, checking and evaluating work, reviewing performance ratings by others and appraising performance; arranging for or engaging in employee training and development; enforcing personnel rules and regulations, standards of work conduct and attendance, and safe working practices; counseling, motivating and maintaining harmonious working among subordinates; settling grievances at the department level; hiring, terminating, counseling, disciplining, and changing employee status in conformance to the Civil Service Charter or at-will employment agreements as applicable

Perform incidental related managerial and administrative duties contributing to the realization of City and department goals as required. Involves: substituting, as qualified, for peers or subordinates during temporary absences by carrying out specifically delegated functions to maintain continuity of normal operations and services; conducting special studies; serving on ad hoc committees; preparing and presenting special and recurring reports and recommendations containing technical data and cost estimates affecting department activities for review by City official and other executives; maintaining awareness of industry trends and technological developments.

Minimum Qualifications

Training and Experience: Graduation from and accredited four-year college or university with a degree in information technology, management information systems, computer science, Electrical or Electronics Engineering or a closely related field; plus eight (8) years of increasingly responsible professional and administrative experience in operations or maintenance or multi-function enterprise-wide computer network systems, or in project management of their design, development and installation, including four (4) years of managerial accountability for at least one major organizational segment of such activities and four (4) in a second or higher level supervisory capacity; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge of: information technology theories. Considerable knowledge of: modern electronic data processing and transmission practices; capabilities and purposes of state-of-the-art management and geographic information, and data and voice communication systems; and methods for adapting, installing and maintaining them to meet diverse municipal needs; WAN/LAN, Internet/intranet, personal computers, automated telephones, 800Mhz radios and GIS hardware, and business and scientific applications and operating systems software comparable to or compatible with that installed. Good knowledge of: effective project management and supervisory techniques: budget preparation and administration procedures. Some knowledge of: pertinent federal, state and local systems installation and operations regulations; engineering principles and terminology.

Ability to: manage coordination of efficient and effective construction, installation, operation and maintenance of City-wide computer network and allied transmission systems; meet quantity, quality and timeliness goals and objectives of supplying a broad range of integrated general and specialized information and communications services with available resources; review engineering designs, working schematics or flow charts, and specifications, and comprehend functionality of hardware, software and facilities; determine project costs; recognize significance of system malfunctions, and prioritize detection and correction of defects or outages; devise, implement and enforce complex systems operations and maintenance policies and procedures; compile and interpret technically intricate information, abstract considerations and nonstandard or changing situations affecting specifications and proposals, impartially and objectively exercise appointing officer authority, and enforce work, safety and personnel rules and regulations or contract provisions, and recommend award or rejection of contracts for goods and services; prepare budgets and control costs; establish and maintain effective working relationships with employees, other departments and jurisdictions, officials, vendors, contractors, and consultants; communicate convincingly both orally and in writing which includes preparing and presenting thorough, clear and concise reports.

Skill in safe operation and care of: personal computers or network workstation, and generic business productivity, specialized applications and operating systems software; and common or 4-wheel drive motor vehicle.

Physical Requirements: Occasionally: drive over rough terrain and through city traffic to inspect work sites; move moderate weight objects (up to 25 pounds); reach overhead, and be exposed to inclement or adverse weather conditions and hazards of electricity when participating in making of emergency repairs, if necessary.

Licenses and Certificates: Texas Class "C" Drivers License or equivalent issued by another state.

Special Requirements: Be available for work beyond standard work day or work week hours as necessary; subject to on-call 24 hours per day, seven (7) days per week.

Director of Personnel

Department Head